



Wild Dunes Resort - Host

HOST INFORMATION

Company Description:

Wild Dunes Resort is located on the northern tip of Isle of Palms, a barrier island just 30 minutes outside of the grace and charm of historic Charleston, SC. This 1,600 acre oceanfront paradise features award-winning golf, top ranked tennis, a family-focused recreation program, a spa, fitness center, multiple dining options, meeting facilities and over two miles of pristine beach. Wild Dunes Resort offers a wide variety of accommodations including the luxurious AAA Four Diamond rated Boardwalk Inn, the Village at Wild Dunes, vacation homes and condo rentals. Just beyond the sand dunes is the vibrant nightlife, culture and history of downtown Charleston. Often named the "Most Mannerly City in America" and also the "#1 City in the U.S." by Condé Nast Traveler 8 years in a row.

Host Website: <https://www.wilddunes.com>

Site of Activity: Wild Dunes Resort

Parent Account Name: Two Roads Hospitality

Host Address: 5757 Wild Palm Blvd Isle of Palms , South Carolina , 29451

Nearest Major City: Charleston , South Carolina , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

SUMMARY: The Host/ess is responsible for greeting and proper seating of guests as they enter the restaurant. S/he will be responsible for creating an excellent first impression as well as ensuring timely and appropriate seating of guests. The Host/ess will assist in maintaining the AAA Four Diamond Standards. The Host/ess shall strive to provide exceptional service to both internal and external guests at all times. S/he will be responsible for exemplifying the Wild Dunes Resort Culture as well as promoting Wild Dunes Resort as both the Destination and Employer of Choice!

Essential job Functions:

- Plans and coordinates timely seating of guests
- Greets incoming guests
- Takes reservations in person and over the phone, using professional language at all times
- Cleans and resets tables as needed
- Provides guests with highchairs, booster seats, etc.
- Ensures guests are comfortable if required to wait
- Maintains cleanliness of podium areas
- Answers restaurant telephone, responding to guests' questions in a professional manner
- Escorts every guest to table, hands out menus and ensures table(s) are properly set up
- Maximizes the seating of the restaurant
- Attends mandatory monthly department meetings

- Assists servers, bussers with refilling beverages and/or clearing tables
- Notifies servers of guests' special requests, events, etc.
- Completes all assigned side-work, obtaining manager's signature when complete
- Assists servers with monitoring assigned tables for customer satisfaction, quality and additional service
- Provides general resort information for guests
- Offers warm and sincere welcome/farewell for all guests of Wild Dunes Resort including use of guest name & good eye contact with each guest
- Maintains an up to date working knowledge of all resort amenities as well as any special events
- Interacts with resort staff in a professional manner, assisting other departments with necessary information
- Up sells other resort services and amenities to guests
- Addresses any guest issue promptly and with concern
- Offers guests assistance resort directions, activity suggestions, etc.
- Maintains constant awareness of safety issues, (i.e. broken glass, frayed electrical cords, leaks, broken locks and suspicious persons). Reports all safety incidents to on-duty supervisor.
- Maintains a professional appearance. Follows all Wild Dunes Resort dress code standards.
- Remains alert, courteous and helpful to the guests and colleagues at all times.

COLLEAGUE IS HELD ACCOUNTABLE FOR ALL DUTIES OF THIS JOB, OTHER DUTIES AS ASSIGNED AND STANDARDS OUTLINED IN THE WILD DUNES RESORT HANDBOOK.

WORKING CONDITIONS:

- Must be able to sit, stand and walk for 8+ hours.
- Must be able to occasionally lift and carry up to 25 lbs at shoulder height and push/pull up to 75 lbs
- Must be able to perform simple grasping, fine manipulation, and repetitive hand & arm movements frequently; squeezing and overhead reaching occasionally

Typical Schedule:

Full time - Variable

Drug Test required: No

COMPENSATION

Hourly Wage: \$14

Eligible for Tips: Yes

You will be tipped out a percentage of servers' tips.

Estimated weekly wages including tips: \$400

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Available hours will fluctuate between 30-40-overtime depending on business need.

Average number of hours per week reached by last year's seasonal employees: 55

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Food, golf, and retail discounts. Access to Wild Dunes beaches and pools. Variety of colleague celebrations and events.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Job Training required: Yes

Length of job training:

10 working days

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Wild Dunes will provide uniform tops. Bottoms and shoes will need to be provided by the student. Students will need khaki pants/shorts and non-baggy dark jeans. The bottoms worn will depend on the outlet they are scheduled at, but it is likely students will rotate between restaurants so, they should be prepared to have both khakis and jeans.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Colleagues are to come to work wearing their appropriate uniform for their shift and should be well groomed and keep a professional appearance.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Trips to Major City, Shopping Trips, Potlucks or Dinners, Holiday Events, Company Parties

Additional Details about Cultural Offerings:

Off-property activities will be scheduled such as walking tours, baseball games, shopping trips, aquarium visits, etc. In addition to off-property activities, Wild Dunes Resort hosts many events for our colleagues to enjoy – monthly celebration, Fun Friday, Colleague Cookout, etc.

Local Cultural Offering:

The community around Wild Dunes Resort is full of culture activities such as sand sculpting competitions, beach runs, fireworks shows, community classes, waterfront parks that offer music and movies, historic plantation tours, fun parks, food festivals, and more!

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

Employer-owned or employer-arranged housing description:

Students will be placed in housing based on arrival date unless a group of students specifically request to be roommates within our housing. Apartments will not be coed. TV, refrigerator, bedding/linen provided, microwave, utensils, private bath, air conditioning will be provided.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Phone Service: Yes

Description:

Kitchen facilities: Yes

Description:

Laundry facilities: Yes

Description:

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

We will provide single sex apartments. Apartments are assigned based on arrival date. You may request to live with a friend as long as they are the same sex. No couples will be allowed to live together.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$150

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$100

Description:

Deposit will be payroll deducted from first paycheck

Housing Deposit Refundable: No

Transportation to Worksite:

Employer-Provided Transportation

Estimated commute time: 15 to 30 minutes

Estimated cost: \$12

Total: Yes Per Day: No

Description: Your weekly transportation cost (\$12) will be drafted from your paycheck. Wild Dunes Resort will provide transportation to and from your apartment building ONLY to bring you to and from your scheduled shifts at Wild Dunes Resort.

ARRIVAL INFORMATION

Arrival Instructions:

*Students are required to fly into Charleston International Airport (CHS) and our property is located approximately 25 miles from the airport. Upon arrival, a Wild Dunes Representative will be available to pick up students at baggage claim. Please note that there will be other J1 students arriving at the same time. Students MUST email their arrival itinerary information to Sara Botos, Human Resources Coordinator, **at least two weeks prior to arrival to the United States.** Details about a scheduled pickup will be communicated to the student prior to departure. A Wild Dunes Representative will drive you (and others) to your apartment complex so you can begin to settle in.*

If, for any reason, you are not able to locate the Wild Dunes Representative upon your arrival at the CHS airport, please contact the Human Resources department at 843-886-6000.

NOTE - If you fly into any airport other than Charleston International (CHS), you will be responsible for transportation to your apartment complex.

Transportation will only be provided by the resort for those who arrive Monday through Friday.

Suggested Arrival Airport:

Charleston International Airport, CHS, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:**Suggested After-Hours Accommodation:**

Courtyard North Charleston Airport/Coliseum
2415 Mall Drive
North Charleston , South Carolina 29406
<https://www.marriott.com/hotels/travel/chscn-courtyard-north-charleston-airport-coliseum/>
843-747-9122
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

You must apply for your social security card prior to your first day of work, or within your first week of work. We do not recommend that you arrive in Charleston Friday thru Sunday. Transportation will not be provided to or from the Social Security office. Local Social Security Office 1463 Tobias Gadson Blvd Charleston, SC 29407 Social Security Office Phone Number 1-800-772-1213 Social Security Documents You will need the following documents when you go in to apply for your Social Security Card: *Form SS-5: The Social Security Number application form - this can be downloaded from <http://www.ssa.gov/> Form DS-2019: Certificate of Eligibility Letter of Sponsorship and Form DS - 7002 I-94: you can pull this up on your phone if needed at www.cbp.gov/i94 Current Passport with J - 1 Visa Current Passport with VISA

Nearest SSA Office: Charleston , South Carolina , Less than 25 miles

Other:

Wage Payment Schedule:

Paychecks are available biweekly on Fridays via direct deposit. We recommend using Bank of America and participants must open a bank account one week after arrival. Note- other bank options are available in the area.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hair must be a "natural" hue for your hair color. Facial hair must be neatly trimmed.

Second Job Availability: Yes, likely

Applicable Company Policies:

You are a colleague of Wild Dunes Resort and will be held to the same standards and expectations as everyone else. You will be given a copy of our Colleague Handbook upon arrival with more detailed information. Below are a few of our expectations as a J1 Student:

ATTENDANCE:

*You are required to attend every shift you are scheduled for; this may include overtime. You must arrive on time for your shift and you may not leave early without permission from your manager. If you are sick and cannot come to work, you must call your manager at least **two hours** in before your shift. You may not text or email - you must call and speak with your manager or the manager on duty. Failure to follow the above will result in discipline, up to and including termination.*

SERVICE TO OUR GUEST AND COLLEAGUES:

We expect all of our colleagues to treat our guests and other colleagues in accordance to our Core Values. You will learn about this expectation and our Core Values during your New Hire Orientation Experience. Failure to follow this will result in discipline, up to and including termination.

FULFILLING YOUR CONTRACT:

*On your DS 2019, it lists your last day available to work. **We expect you to be available to work until the date listed.** Failure to work until the last day will put your visa in jeopardy and will result in the failure of your internship.*

AVERAGE HOURS, WORKING IN OTHER DEPARTMENTS:

We strive to provide at least 32 hours per week on average. Please note that some weeks may be less, but other weeks may be much more. If you are lacking in hours for a week or two, speak with your manager regarding picking up extra shifts, in your department or others.

COMMUNITY AMENITIES

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Restaurants